## FIRSTCARE Waco

Survey (CAHPS<sup>TM</sup> 4.0H) Results

| centage who assigned a rating of <b>6 or lower</b> to their | Percentage who assigned a rating of <b>7 or 8</b> to their | Percentage who assigned a rating of <b>9 or 10</b> to their | State Average  |            |
|---|--|---|----------------|------------|
| where 0 = the v   | worst possible and 10 = t                                  | the best possible   |                |            |
| Health Plan   | 39%  | 42%   | 21% 38%        | <b>41%</b> |
| Health Care 13  | 32%  | 55%   | <b>15%</b> 38% | 47%        |
| Personal Doctor 11  | <b>%</b> 19%   | 70%   | 11% 27%        | 62%        |
| Specialist 13   | <b>22</b> %  | 65%   | 11% 26%        | 63%        |
| ercentage who said they cometimes or never                  | Percentage who said they usually                           | Percentage who said they always                             | State Average  |            |
| Got Needed Care 12  | % 35%  | 54%   | 14% 33%        | 53%        |
| Got Care Quickly 9%   | 28%  | 63%   | 15% 29%        | 57%        |
| Had Plans Handle<br>Claims Quickly &<br>Correctly           | 31%  | 61%   | 12% 32%        | 57%        |
| Got Efficient & Helpful Customer Service                    | 6% 29%   | 55%   | 18% 26%        | 57%        |
| Had Doctors communicate Well                                | 21%  | 71%   | 8% 22%         | 70%        |